



Hafiz Aurangzaib Akhter

Objective

To secure a challenging position where I can utilize my expertise in Customer Services, Cash handling, Cashier, leadership skills, IT skills, Documentation, Data entry Skills communication with the knowledge of multiple Languages like, English, Urdu, Punjabi, Turkish and Hindi to help grow the business.

Areas of Expertise

1. Familiarity with health and safety regulation.
2. Work flexible hours.
3. Proficiency using computer system.
4. Invoice.
5. Day wise itinerary.
6. Charts Brushers.
7. Windows installation.
8. S/W Configuration.
9. Advanced level of written, verbal, and interpersonal communication skills.
10. Prioritize and organize work assignments.

Personal Information

Marital Status: Married
DOB: 28-May-1992
Nationality: Pakistani
Driving License: Yes, Both
National # BR-21-3203
International # BR-22-154-INT
Validity till: 04-07-2026
Visa type Dubai: UAE Freelance
Visa Validity: 31/05/2025
Contact No Calling: 0544960713
Contact Social 05447447299
Gmail: Aurangzaibakhter42@gmail.com

Experiences

April 2023 till now

Cashiers

Rays Group, Dubai, United Arab Emirates

- Provides fast and excellent customer service to the customers in a very professional way.
- Respect and comply with AML rules, policy and procedures of the company at all times.
- Read, understand, sign and follow all the announcements from the Head Office or Admin Office.
- Forward technical support requisitions to Admin Office.
- Identify and seize potential customers or business.
- Provide adequate and necessary information whenever required to Head Office, Administration Office or various departments of the company.

April 2020 To March 2023

Assistant Head cash

Habib bank limited, Lahore, Pakistan

- Promote and cross sell of new products and service introduced by the company among customer.
- Process successful transactions for Money Exchange, Remittance, Western Union, Instant Cash, Instant Draft & Value Added Products.
- Be fully conversant and identify customer needs and cross-sell against the various products
- Ensure all duties are carried out in accordance with the stipulated business and Anti- Money Laundering policies and procedures.
- Treat customer information with appropriate levels of confidentiality.
- Accept and physically keep a tally of cash amounts.
- Undertake KYC as detailed by State bank Bank and Company Policy and Procedures
- Prepare all types of remittance applications including WU, IC & Misc. product.
- Extend superior customer service by attending to customer queries, complaints, amendments, and cancellations as per procedures.
- Develop and build good relationships with the customers.

Awards ;

1. Employee of the month hospitality.
2. Typist award Award
3. Cleanliness employee award.
4. Front office Award.

Reference:

Rameez Ahmed
 Contact # 0567933530
 Designation = Manager
 Gmail = Rameez09CH@gmail.com

Other reference available upon request.

January 2016 To March 2020

Cashier

The Nishat Hotel, Lahore, Pakistan.

- Ensure that all customers receive proper attention and are treated equally.
- Monitor the counters and ensure that staff is available at the counters to help the customers.
- Make the customer aware about our product and service
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Provides quality service by enforcing quality and customer service standards.
- Make recommendations to management to improve customer experience, Follow communication procedures, guidelines, and policies.

Education:

Islamia university, Bahawalpur, Pakistan

Master in Public Administration (HR)

Graduated in 2015

Islamia university, Bahawalpur, Pakistan

Bachelor of Arts

Graduated in 2013

Skills:

- MS Office, MS Excel, POS System, PRO, CRM, Opera and IT Skills.
- Excellent knowledge of Adobe Photoshop CC all versions.
- Excellent Typing Speed (40 Words Per Minute).
- E-Mail configurations.
- Software Installation and Configuration.
- Ability to work on my own and as part of team.

Strength:

- Positive attitude and good calm, efficient and organized with great attention to detail.
- Familiarity with accommodations, and local regulations.
- Excellent Communication Skills & Reporting Skills Like working under stress and managing the stress situation.
- Time management skills.
- Conflict Management skills.
- Concrete analytical skills to deeply observe things.
- Ability to work with team & leadership skills.
- Ability to follow, apply, interpret, and explain instructions and guidelines.
- Ability to determine work priorities.
- Ability to make decisions and take appropriate actions.
- Ability to meet schedules and deadlines of the work area.
- Ability to compose routine correspondence and reports.